NEW! PSC Online Meeting with States for September

The September PSC Online Meeting with States will be held from 3:00 – 4:00 p.m., EDT on Wednesday, September 19, 2012. After a brief update on PSC facts and figures, ED will provide additional information regarding the EDFacts Clearance submission for SYs 2013-14, 2014-15 and 2015-16

To register for this Webinar, please click on the following link:

https://www1.gotomeeting.com/register/561193160

NEW! EMAPS Outage Monday Morning, August 20, 2012

On Sunday, EDUCATE will be applying security patches that will require a restart of our EMAPS server. The restart will be done as soon and as quickly as possible Monday morning. Until the restart is complete, users may not be able to access EMAPS.

NEW! Scheduled Weekend ESS Outages Start at the End of August

In order to accommodate scheduled upgrades to the system, ESS will be unavailable over the weekend (Saturdays and Sundays) starting Saturday, August 25 through Sunday, September 30. The first weekend outage will begin on Friday night, August 24 at 10:00 p.m., EDT. The subsequent outages will be restricted to Saturdays and Sundays.

We apologize for any inconvenience.

Reminder: Updated Version of the EDFacts Data Viewer Available

A new version of the SY 2011-12 EDFacts Data Viewer is now available on ED.gov. Users can download the MS Access database file at: http://www2.ed.gov/about/inits/ed/edfacts/support.html.

Reminder: Updated Version of the EDFacts File Format Checker is Available by Request from PSC

Version 1.2 of the EDFacts File Format Checker is now available by request from PSC. This version now includes the SY 2011-12 Assessment files: C004, C146, C175, C178, C179, C185, C188, and C189. Please contact PSC to request a copy.

Reminder: SY 2011-12 CSPR Approved by OMB

The SY 2011-12 CSPR package has been approved by OMB. PDFs of the approved documents are available from PSC. OESE is working on finalizing the format of the Word docs for posting on ED's Website. PSC will provide updates on the accompanying documentation soon.

Upcoming Due Dates and Reminder to Update SSP as Necessary

<u>SY 2011-12 Files</u>
<u>Race to the Top SY 2011-12 Assessment Files</u>
> Race to the Top grantee states should submit their SY 2011-12 SEA-level Math and RLA Assessment files by no later than September 14 for the data to be used in prepopulating the RTT APR.

<u>OSEP/IDEA File (Due Wednesday, November 7, 2012):</u>
- <u>C005 Children with Disabilities (IDEA) Removal to Interim Alternative Educational Setting</u>
- <u>C006 Children with Disabilities (IDEA) Suspensions/Expulsions</u>
- <u>C007 Children with Disabilities (IDEA) Reasons for Unilateral Removal</u>
- <u>C009 Children with Disabilities (IDEA) Exiting Special Education</u>
- <u>C070 Special Education Teachers</u>
- <u>C088 Children with Disabilities (IDEA) Disciplinary Removals</u>
- <u>C099 Special Education Related Services Personnel</u>
- <u>C112 Special Education Paraprofessionals</u>
- <u>C143 Children with Disabilities (IDEA) Total Disciplinary Removals</u>
- <u>C144 Educational Services During Expulsion</u>

NOTE: *When a state is granted an extension request to submit a specific file later than the due date, this does not mean that the due date itself has changed.*

EDFacts System Status

This is to provide the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running

Files Received: 197

Files Processed: 118 (14 superseded, 63 had errors)

Average File Processing Time: 1 minute, 6 seconds.

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

There are no new issues affecting multiple SEAs.

There are no new or updated knowledgebase articles:

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 9.143 days
Tickets not requiring escalation: 0.66 days
Response time to e-mail inquiries: 0.04 hours

Thank you,
PSC

ED*Facts* Partner Support Center
Telephone: 877-457-3336 (877-HLP-EDEN)
Fax: 888-329-3336 (888-FAX-EDEN)
TTY/TDD: 888-403-3336 (888-403-EDEN)
EDEN_SS@ed.gov
www.ed.gov/edfacts/support.html

For general feedback on PSC support, contact: Joe Murphy